

Classification description

Title: Ticket Services Event Supervisor
Department: Varies
Job Code: 8140
Pay Range: AN
FLSA Status: Non-exempt

Employee Group: Non-represented
Established:
Revised: May, 2007; January 13, 2020
EEO Category: Paraprofessionals

CLASSIFICATION DESCRIPTION

Supervise and coordinate the activities of staff involved in ticket sales. Oversee ticket sales and process ticket orders.

DUTIES AND RESPONSIBILITIES

- Supervises and coordinates the activities of staff involved in selling tickets during events; provides staff with cash and event information, including special promotions.
- Prepares and reconciles ticket requests and disbursements; prepares accounting reports for ticket sales, disbursements and applicable ticket office charges for event settlements.
- Prepares box office for event selling; alarms and disarms box office security system; prepares cash banks; activates ticket sales; releases promoter and box office holds.
- Maintains and reconciles ticket office cash inventory, including balances safe, reconciles event cash receipts and payables, distributes cash advances to event promoters and responds to ATM technical problems and issues.
- Provides customer service; assists with ticket sales, provides will-call, monitors box office lines.
- Prepares and completes event settlements; prepares and produces various reports.

It is the responsibility of all Metro employees to:

1. Actively participate on committees and/or attend meetings as assigned.
2. Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability. This includes, but is not limited to:
 - Build and maintain positive relationships and contribute to a positive team atmosphere; engage others in ways that foster respect and trust
 - Encourage and appreciate diversity in people and ideas – seek to understand the perspectives of others
 - Provide excellent customer service – assist the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations
 - Practice continuous improvement - research new possibilities, contribute ideas and stay current in field of work
 - Demonstrate sustainable practices in applicable field and generally for resource use and protection

- Work assigned schedule (if applicable); exhibit regular and predictable attendance
 - Practice safe work habits
 - Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
3. Perform assigned duties during an emergency situation.
 4. Perform other duties as assigned.

JOB SPECIFICATIONS

Education/Licensing and Work Experience:

- A minimum of three (3) years of experience in the operation of a box office or ticketing center, and
- An Associate's Degree with course work in marketing or business; or
- An equivalent combination of education, experience and training that would provide the knowledge, skills and abilities required for the successful performance of the essential job duties.

Knowledge, Skills and Abilities:

- Knowledge of operations, services and activities of a ticket box office.
- Knowledge of basic accounting principles and cash-handling best practices.
- Knowledge of basic arithmetic and ability to make and verify cash calculations rapidly.
- Ability to work effectively with information management systems and adapt quickly to system change and updates.
- Ability to establish and maintain effective, cooperative working relationships with those contacted in the course of work.
- Ability to work effectively with the general public.
- Ability to focus and maintain a calm demeanor in a high-paced environment.
- Ability to interact effectively with diverse groups of promoters, clients, and the public and remain calm, professional, and polite even while dealing with rudeness from others.
- Ability to maintain confidentiality.
- Ability to perform essential duties and responsibilities.
- Ability to perform (with or without a reasonable accommodation) the physical demands in the work environment and operate the tools and equipment.
- Ability to successfully pass the background check and screening requirements if required for the position.
- Ability to possess a current driver's license and driving record sufficient to be insured by Metro insurance carrier if required for the position.

SUPERVISION RECEIVED

- This position is supervised by either a Program Supervisor I or a Manager I depending on the assignment of duties.

SUPERVISION EXERCISED

- When managing events this position has full authority to direct the workforce, make on-the-spot management decisions, and initiate the disciplinary process, including sending staff home pending investigation and potential discipline. This position also provides lead direction, guidance and coaching to members of the work group. Responsibilities include scheduling members of the work group, orienting and training others in applicable policies, procedures and techniques and providing assistance to management in achieving work group success.

TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING

- Standard office equipment is used.

WORK ENVIRONMENT

- Work various shifts including evenings, weekends and holidays. Continuously required to read a computer screen; stand and/or walk for extended periods of time; perform repetitive motions of hands and wrists; hear and/or respond to verbal/audio cues; see and/or respond to visual cues. Frequently required to sit for extended periods of time; stoop, kneel, crouch or crawl; twist and/or bend; lift, push, pull and/or carry objects up to 25 pounds.

The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.